

DOIT MASTER AGREEMENT NUMBER: B-03-006		DOIT APPROVAL DATE: 11/21/03
VENDOR NAME: SBC SNET		FEIN: 06-054-26-46
SERVICE/PRODUCT NAME: Internet Access – Dial Internet		
<u>SERVICE/PRODUCT DESCRIPTION:</u> SBCYahoo! Dial Internet <p>SBC and Yahoo! offers a co-branded, premium dial-up access Internet service. SBC Yahoo! offers an easy-to-understand Internet experience with a content-rich home page. SBCYahoo! Dial Internet includes the following features:</p> <ul style="list-style-type: none"> • Yahoo! Instant Messaging • Yahoo! Chat • The ability to check e-mail from any computer in the world • Pop-Up Blocker to keep annoying ads at bay • Parental controls customizable to your preferences • Firewall software to help shield your computer from unauthorized access • SpamGuard to keep unwanted email from clogging your inbox • Email virus protection software • Seamless transition from old Internet service – email forwarding, address-change notification • Unlimited nationwide dialup Internet access • Personalized SBC Yahoo! Dial home page • Customized SBC Yahoo! Dial browser • SBC Yahoo! Photos and Briefcase with up 210 MB of online storage • Two Consumer Reports® guides • Enhanced email – SBC Yahoo! Mail PLUS at no extra cost with 25 MB of storage, POP access and email forwarding • Up to 10 additional SBC Yahoo! Mail accounts with 10MB of storage each, POP access and email forwarding • SBC Yahoo! Messenger <p>Special Features*</p> <p>During registration you will also be invited to choose one of the following services at no extra cost:</p> <ul style="list-style-type: none"> • Three months of SBC Yahoo! Bill Pay • One SBC Yahoo! Personals enhanced ad • Three month membership to SBC Yahoo! Games All-Star Package • Email Marketing Trial 		

- SBC Yahoo! Mail Extra Storage – 25 MB extra on Master account
- Premium Business News and Information

SBC SNET DSL Services

ADSL

SBC SNET offers ADSL (Asymmetric Digital Subscriber Line) with Internet access. Taking advantage of a portion of the phone line that goes unused during voice communications, ADSL technology sends both data and voice over the same line, enabling subscribers to simultaneously use the Internet and talk on the phone. This service is provided under our SBC Yahoo! DSL packages.

- SBC Yahoo! DSL packages include these features:
- Personalized SBC Yahoo! DSL homepage
- Customized SBC Yahoo! DSL browser
- SBC Yahoo! Mail account with 25MB of storage, POP access and email forwarding
- Up to 10 additional SBC Yahoo! Mail accounts with 10MB of storage each, POP access and email forwarding
- SBC Yahoo! Messenger with high-quality video
- SBC Yahoo! Photos and Briefcase with 110MB of online storage
- Three SBC Yahoo! Classifieds basic ads
- Three SBC Yahoo! Auctions listings
- Three Consumer Reports® guides
- SBC Yahoo! Parental Controls
- Firewall software to help shield your computer from unauthorized access
- Unlimited nationwide dialup Internet access

SDSL

SBC SNET also offers SDSL (Symmetric Digital Subscriber Line) with Internet access. SDSL technology runs on a single loop (two wires) and provides symmetric line rates. Since it uses the voice band frequency, analog voice service is not provided. SDSL technology can be a low-cost replacement for leased-line service.

DSL Service Options and Available Speeds

DSL Service

Downstream

Upstream

ADSL

SBC Yahoo! DSL Packages

Basic Plus (IP address- 1 dynamic)
Up to 1.5 Mbps
128 kbps

Basic Plus S (IP address- 5 static)
Up to 1.5 Mbps
128 kbps

Deluxe (IP address- 1 dynamic)
768 kbps - 1.5 Mbps
256 kbps

Deluxe S (IP address- 5 static)
768 kbps - 1.5 Mbps
256 kbps

Expert Plus S (IP address 5 static)
1.5 Mbps - 6.0 Mbps
384 kbps

SYMMETRIC

Includes:
144 kbps
144 kbps

(1) static IP address
192 kbps
192 kbps

(5) SNET Internet e-mail accounts
384 kbps
384 kbps

Personal home page account
768 kbps
768 kbps

SNET news server access
1.5 Mbps
1.5 Mbps

DSL Routers

SBC SNET supports the Cayman 3546, a DSL broadband router. It is an all-in-one device combining the DSL modem with a robust 4-port 10/100 Ethernet Switch. The Cayman 3546 is easy-to-use with a web-based user interface and no software to load on a PC. It provides secure access with a built-in NAT firewall, VPN IPSec pass through support, and a security monitoring log.

The Cayman 3546 router includes the following features:

- High speed DSL modem
- Built-in 4-port 10/100 Ethernet switch
- Supports up to 253 devices on the customers network (any combination of dynamic or static IP addressing)

- Easy to use web-based administration interface
- Firewall protection
- Security monitoring and logging of unwanted hacker attacks
- VPN pass through (for IPSec, L2TP, or PPTP protocols)
- Built-in troubleshooting and self-diagnostics tools
- No software to load on to the PC
- Desktop or wall-mountable

DSL Internet Service makes use of low-pass microfilters for each analog device such as telephones and fax machines. The intent of the filters is to remove any DSL signal noise from your voice service, allowing both voice and data to share common inside wiring. The filter is between the analog device and the phone jack and does not require any tools for installation. The customer self-installed equipment packages include four in-line and one wall mount filter.

SERVICE LEVELS:

Installation Intervals

Less than 10 lines = 15 business days

10 or more lines = Individual Case Basis

Routine Repair Intervals

Response time = Less than 1 hour

Repair Resolution time = 4 hours or less

Repair Service Level Definitions:

Repair Response is the time elapsed between when SNET receives a report of a problem or otherwise becomes aware of a problem, and the time that SNET responds to the end user or other designated contact to verify the problem.

Repair Resolution Time means the elapsed time between when the State notifies SNET of a problem, and the time that SNET restores service and such service is acceptable to the State.

SERVICE AVAILABILITY/LIMITATIONS:

SERVICE AVAILABILITY

See Service Availability spreadsheet

PRODUCT SCHEDULE

1/21/03

MASTER AGREEMENT NUMBER: B-03-006							DOIT APPROVAL DATE:		
VENDOR NAME: SBC SNET							VENDOR FEIN: 06-054-26-46		
SERVICE NAME: Internet Access - Dial Up Internet Service- SBC Yahoo! Dial and DSL Service									
A 2% credit will be issued monthly against the items ordered from this Product Schedule per the SBC SNET Master Agreement									
Activity (Add, Delete, Change)	Date of Vendor Request	Date Approved By DOIT	Item	Item Code	Description of Service/Equipment	Unit	Initial Conversion: Non-Recurring Unit Cost	Post- Conversion: Non-Recurring Unit Cost	Recurring Monthly Cost
Add	11/18/03	11/21/03	1		SBC Yahoo! Dial - Unlimited access	line	\$0.00	\$0.00	\$21.95
Add	11/18/03		2		SBC Yahoo! Dial - Unlimited access w /SNET All Distance	line	\$0.00	\$0.00	\$18.95
Add	11/18/03		3		SBC Yahoo! DSL Basic Plus Pkg- 1.5mbps down/ 128 kbps up (1dynamic IP address)	line	\$50.00	\$50.00	\$34.95
Add	11/18/03		4		SBC Yahoo! DSL Basic Plus Pkg- 1.5mbps down/ 128 kbps up (1dynamic IP address) w/ SNET All Distance	line	\$50.00	\$50.00	\$29.95
Add	11/18/03		5		SBC Yahoo! DSL Basic Plus- S Pkg- 1.5 mbps down / 128 kbps up (5 static IP add)	line	\$50.00	\$50.00	\$64.95
Add	11/18/03		6		SBC Yahoo! DSL Basic Plus- S Pkg- 1.5 mbps down / 128 kbps up (5 static IP add) w/ SNET All Distance	line	\$50.00	\$50.00	\$59.95
Add	11/18/03		7		SBC Yahoo! DSL Deluxe Pkg 768 kpbs-1.5 mpbs down/ 256 kbps up (1 dynamic add)	line	\$50.00	\$50.00	\$59.95
Add	11/18/03		8		SBC Yahoo! DSL Deluxe Pkg 768 kpbs-1.5 mpbs down/ 256 kbps up (1 dynamic add) w/ SNET All Distance	line	\$50.00	\$50.00	\$54.95
Add	11/18/03		9		SBC Yahoo! DSL Deluxe- S Pkg- 768 kpbs-1.5 mbps down/ 256 kbps up (5 static IP add)	line	\$50.00	\$50.00	\$79.95
Add	11/18/03		10		SBC Yahoo! DSL Deluxe- S Pkg- 768 kpbs-1.5 mbps down/ 256 kbps up (5 static IP add) w/ SNET All Distance	line	\$50.00	\$50.00	\$74.95
Add	11/18/03		11		SBC Yahoo! DSL Expert Plus- S Pkg 1.5-6.0 mbps down /384 kbps up (5 static IP add)	line	\$50.00	\$50.00	\$159.95
Add	11/18/03		12		SBC Yahoo! DSL Expert Plus- S Pkg 1.5-6.0 mbps down /384 kbps up (5 static IP add) w/ SNET All Distance	line	\$50.00	\$50.00	\$154.95
Add	11/18/03		13		Symmetric DSL- 144 kbps down/ 144 kbps up (1static IP add)	line	\$225.00	\$225.00	\$104.95
Add	11/18/03		14		Symmetric DSL- 192 kbps down/ 192 kbps up (1static IP add)	line	\$225.00	\$225.00	\$114.95
Add	11/18/03		15		Symmetric DSL- 384 kbps down/ 384 kbps up (1static IP add)	line	\$225.00	\$225.00	\$139.95
Add	11/18/03		16		Symmetric DSL- 768 kbps down/ 768 kbps up (1 static IP add)	line	\$225.00	\$225.00	\$219.95
Add	11/18/03		17		Symmetric DSL- 1.1 mbps down/ 1.1 mbps up (1static IP add)	line	\$225.00	\$225.00	\$244.95
Add	11/18/03		18		Symmetric DSL- 1.5 mbps down/ 1.5 mbps up (1 static IP add)	line	\$225.00	\$225.00	\$289.95
Add	11/18/03		19		Service order fee- ADSL	order	\$50.00	\$50.00	\$0.00
Add	11/18/03		20		Service order fee- IDSL/SDSL	order	\$25.00	\$25.00	\$0.00
Add	11/18/03		21		Technician installation-dynamic IP products	install	\$200.00	\$200.00	\$0.00
Add	11/18/03		22		Technician installation-static IP products	install	\$250.00	\$250.00	\$0.00
Add	11/18/03		23		Customer self installation (standard only)	install	\$0.00	\$0.00	\$0.00
Add	11/18/03		24		Unsuccessful customer self installation dispatch	install	\$150.00	\$150.00	\$0.00
Add	11/18/03		25		Modem package	package	\$99.00	\$99.00	\$0.00
Add	11/18/03		26		Router package	package	\$378.00	\$378.00	\$0.00
Add	11/18/03		27		IDSL/SDSL Router pkg	package	\$359.00	\$359.00	\$0.00